

1 What is claimed is:

2
3 1. A computerized guide system for transferring a software program from a server in a
4 network to telecommunications equipment in a remote location using a mobile computer,
5 comprising:

6 software program accessing instructions;

7 software program downloading instructions;

8 software program transferring instructions; and

9 mobile computer and telecommunications equipment connection instructions,

10 wherein the software program accessing instructions, the software program downloading
11 instructions, the software program transferring instructions, and the mobile computer and
12 telecommunications equipment connection instructions are accessible at a plurality of locations
13 at the same time to a plurality of technicians servicing the telecommunications equipment.
14

15 2. The computerized guide system of claim 1, wherein each set of instructions further
16 comprises self-guided instructions adapted for independent use by a technician.
17

18 3. The computerized guide system of claim 1, wherein at least one set of instructions further
19 comprises a display of an icon.
20

21 4. The computerized guide system of claim 3, wherein the icon is associated with the
22 software program and the at least one set of instructions further comprises a description of the
23 software program associated with the icon.
24

- 1 5. The computerized guide system of claim 1, wherein the guide comprises a printed guide.
2
- 3 6. The computerized guide system of claim 1, wherein the guide comprises an on-line
4 guide.
5
- 6 7. The computerized guide system of claim 1, wherein the software program comprises an
7 updated version of the software program.
8
- 9 8. The computerized guide system of claim 1, wherein the software program comprises a
10 file transfer protocol software program, and the guide further comprises file transfer protocol
11 software program instructions.
12
- 13 9. The computerized guide system of claim 1, wherein the network comprises an internal
14 network, and the guide further comprises network dial-up connection instructions.
15
- 16 10. The computerized guide system of claim 1, further comprising server accessing
17 instructions.
18
- 19 11. The computerized guide system of claim 1, wherein the telecommunications equipment
20 comprises a multiplexer.
21

12. The computerized guide system of claim 1, wherein the software program accessing instructions further comprise software program instructions for the telecommunications equipment of a plurality of vendors.

13. The computerized guide system of claim 1, wherein the software program comprises a digital loop electronics software program.

14. The computerized guide system of claim 1, wherein the software program comprises a testing software program.

15. The computerized guide system of claim 1, wherein the software program accessing instructions further comprise mobile computer tool software program instructions.

16. The computerized guide system of claim 1, wherein the software program accessing instructions further comprise mobile computer radio servicing software program instructions.

17. The computerized guide system of claim 1, wherein the software program accessing instructions further comprise telecommunications equipment servicing job aid software program instructions.

18. A computerized guide system for transferring software from a server in a network to telecommunications equipment in a remote location using a mobile computer, comprising:
instructions for accessing a software program on the server;

1 instructions for downloading the software program from the server to the mobile
2 computer;
3 instructions for connecting the mobile computer to the telecommunications equipment;
4 instructions for accessing the software program downloaded onto the mobile computer;
5 and
6 instructions for transferring the software program from the mobile computer to the
7 equipment,
8 wherein instructions for accessing, downloading, and transferring the software program
9 are accessible at a plurality of locations at the same time to a plurality of technicians servicing
10 the telecommunications equipment.

11
12 19. The computerized guide system of claim 18, wherein each set of instructions further
13 comprises self-guided instructions adapted for independent use by a technician.

14
15 20. The computerized guide system of claim 18, wherein at least one set of instructions
16 further comprises a display of an icon.

17
18 21. The computerized guide system of claim 20, wherein the icon is associated with the
19 software program and the at least one set of instructions further comprises a description of the
20 software program associated with the icon.

21
22 22. The computerized guide system of claim 18, wherein the guide comprises a printed
23 guide.

1
2 23. The computerized guide system of claim 18, wherein the guide comprises an on-line
3 guide.

4
5 24. The computerized guide system of claim 18, wherein the software program comprises an
6 updated version of the software program.

7
8 25. The computerized guide system of claim 18, wherein the software program comprises a
9 file transfer protocol software program, and the guide further comprises instructions for using the
10 file transfer protocol software program.

11
12 26. The computerized guide system of claim 18, wherein the network comprises an internal
13 network, and the guide further comprises instructions for making a dial-up connection to the
14 network from the mobile computer.

15
16 27. The computerized guide system of claim 18, further comprising instructions for accessing
17 the server.

18
19 28. The computerized guide system of claim 18, wherein the telecommunications equipment
20 comprises a multiplexer.

1 29. The computerized guide system of claim 18, wherein the instructions for accessing a
2 software program on the server further comprise instructions for accessing software programs for
3 the telecommunications equipment of a plurality of vendors.

4
5 30. The computerized guide system of claim 18, wherein the software program comprises a
6 digital loop electronics software program.

7
8 31. The computerized guide system of claim 18, wherein the software program comprises a
9 testing software program.

10
11 32. The computerized guide system of claim 18, wherein the instructions for accessing a
12 software program on the server further comprise instructions for accessing and using software
13 programs for mobile computer tools.

14
15 33. The computerized guide system of claim 18, wherein the instructions for accessing a
16 software program on the server further comprise instructions for accessing and using software
17 programs for servicing radio functions on mobile computers.

18
19 34. The computerized guide system of claim 18, wherein the instructions for accessing a
20 software program on the server further comprise instructions for accessing and using software
21 programs adapted as job aids for servicing the telecommunications equipment.

1 35. A method of using a computerized guide for transferring software from a network server
2 to telecommunications equipment in a remote location using a mobile computer, comprising:
3 loading an updated version of a software program on the network server;
4 providing the guide adapted for independent use by a technician having self-guided
5 instructions for accessing the software program on the network server, downloading the software
6 program from the network server to the mobile computer, connecting the mobile computer to the
7 telecommunications equipment, accessing the software program downloaded onto the mobile
8 computer, and transferring the software program from the mobile computer to the
9 telecommunications equipment; and

10 following the instructions in the guide to access the software program on the network
11 server, download the software program from the network server to the mobile computer, connect
12 the mobile computer to the telecommunications equipment, access the software program
13 downloaded onto the mobile computer, and transfer the software program from the mobile
14 computer to the telecommunications equipment.
15

16 36. The method of claim 35, wherein instructions for accessing, downloading, and
17 transferring the software program from the network server are accessible at a plurality of
18 locations at the same time to a plurality of technicians servicing the telecommunications
19 equipment.
20

21 37. The method of claim 35, wherein at least one set of instructions further comprises a
22 display of an icon.
23

1 38. The method of claim 37, wherein the icon is associated with the software program and
2 the at least one set of instructions further comprises a description of the software program
3 associated with the icon.
4

5 39. The method of claim 35, wherein the guide comprises a printed guide.
6

7 40. The method of claim 35, wherein the guide comprises an on-line guide.
8

9 41. The method of claim 39, wherein providing the guide further comprises providing an on-
10 line guide and wherein after following the instructions in the printed guide the method further
11 comprises following the instructions in the on-line guide only.
12

13 42. The method of claim 35, further comprising sending an electronic mail message to each
14 mobile computer in the network when the updated version of the software program is available
15 on the server.
16

17 43. The method of claim 35, wherein loading an updated version of a software program on
18 the network server further comprises loading the updated version of the software program for
19 each of a plurality of equipment in use in a telecommunications system.
20

21 44. The method of claim 35, wherein the instructions for accessing a software program on the
22 server further comprise instructions for accessing software programs for the telecommunications
23 equipment of a plurality of vendors.

1
2 45. The method of claim 35, wherein the telecommunications equipment comprises a
3 multiplexer.

4
5 46. The method of claim 35, wherein the software program comprises a digital loop
6 electronics software program.

7
8 47. The method of claim 35, wherein the software program comprises a testing software
9 program.

10
11 48. The method of claim 35, wherein the instructions for accessing a software program on the
12 server further comprise instructions for accessing and using software programs for mobile
13 computer tools.

14
15 49. The method of claim 35, wherein the instructions for accessing a software program on the
16 server further comprise instructions for accessing and using software programs for servicing
17 radio functions on mobile computers.

18
19 50. The method of claim 35, wherein the instructions for accessing a software program on the
20 server further comprise instructions for accessing and using software programs adapted as job
21 aids for servicing the telecommunications equipment.

51. A method of using a computerized guide for transferring software from a network server to a multiplexer in a remote location using a mobile computer, comprising:

- loading an updated version of a software program on the network server;
- providing the guide adapted for independent use by a technician having self-guided instructions for accessing the software program on the network server, downloading the software program from the network server to the mobile computer, connecting the mobile computer to the multiplexer, accessing the software program downloaded onto the mobile computer, and transferring the software program from the mobile computer to the multiplexer; and
- following the instructions in the guide to access the software program on the network server, download the software program from the network server to the mobile computer, connect the mobile computer to the multiplexer, access the software program downloaded onto the mobile computer, and transfer the software program from the mobile computer to the multiplexer;

wherein the guide is accessible to a plurality of technicians at a plurality of locations at the same time.

52. The method of claim 51, wherein loading an updated version of a software program on the network server further comprises loading updated versions of software programs for multiplexers of a plurality of vendors, and wherein the guide further comprises instructions for accessing the software programs for multiplexers of a plurality of vendors.